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April 27, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ZENITH YOUTH HOME, INC., ZENITH I, ZENITH II, AND ZENITH III GROUP HOMES**

We have completed a review of Zenith I, Zenith II and Zenith III Group Homes (Group Home or Agency) operated by the Zenith Youth Home, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Zenith I Group Home is a six bed facility, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Zenith I Group Home was providing services for six Los Angeles County DCFS children.

Zenith II and Zenith III Group Homes are six-bed facilities, which provide care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Zenith II Group Home was providing services for six Los Angeles County DCFS children. Zenith III Group Home was providing services for three Los Angeles County DCFS children.

Zenith Youth Home, Inc., Group Homes are located in the Second District.

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and

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interviews with two children placed in each Group Home at the time of the reviews. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency was providing the services outlined in their Program Statements. However, the Agency needs to address various areas where improvements are needed. All three Group Homes need to make repairs to the facilities, provide documentation to show the placement workers' participation in the development and update of the Needs and Services Plans; provide each resident with the opportunity to maintain a photo album/life book. Zenith I needs to properly store food; provide psychological treatment services; maintain current Individualized Education Plans, and provide residents with the required minimum base allowance. Zenith II needs to provide documentation to show evidence of residents receiving group therapy, and provide psychological treatment services. Zenith III needs to provide psychological treatment services; maintain current Individualized Education Plans; and maintain current court authorizations for each resident receiving psychotropic medication

Attached is a detailed report of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within fifteen business days from the post mark date of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Ella Washington, Executive Director, Zenith Youth Home, Inc.
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**Zenith Youth Home, Inc.
Zenith I Group Home
9231 5th Avenue
Inglewood, CA 90302
License No.: 191600439
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Sample size for resident interviews: Two

Comments:

Zenith I Group Home is a large home located in a quiet residential community. The Group Home is clean, spacious, and comfortable. The Group Home is adequately maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, and personalized to each child's desire with posters, pictures, and knick-knacks. However, the interior of the Group Home needs some improvements.

In the residents' front bathroom, the shower area has mold and mildew. In the two front bedrooms, the bedspreads are torn.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible and appropriately dated. However, the day of our home visit, the food had been left in the oven overnight.

Recommendations

1. Zenith Youth Home, Inc., management:

- a. Remove mold and mildew from the front bathroom shower.**
- b. Replace all torn bedspreads.**
- c. Properly store/refrigerate food to prevent contamination and spoilage.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the placement workers' participation in the development and update of the NSPs.

Quarterly reports for the residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are not provided with psychological testing, and emotional and developmental counseling as required by the Program Statement; residents have not received psychological treatment services for the past four months. Case files do not reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendations

2. Zenith Youth Home, Inc., management:

- a. Provide documentation to show placement workers' participation in the development and update of the Needs and Services Plans.**
- b. Provide and document psychological treatment services as required by the Program Statement.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Residents are attending school. One resident required, but did not have an Individualized Education Plan. Their records contain current report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

The residents are not employed.

Recommendation

3. Zenith Youth Home, Inc., management maintain current Individualized Education Plans.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents report that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are no residents receiving psychotropic medication. This information is appropriately documented.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and to make and receive personal telephone calls. They are permitted to contact their placement workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

Residents are not receiving the minimum base allowance. However, residents are able to increase their allowance according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

One resident has not been provided with an opportunity to maintain a photo album/life book.

Recommendations

4. Zenith Youth Home, Inc., management:

- a. Provide all residents with the required minimum base allowance.**
- b. Provide each resident with the opportunity to maintain a photo album/life book.**

**Zenith Youth Home, Inc.
Zenith II Group Home
9812 10th Avenue
Inglewood, CA 90305
License No.: 191601057
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Sample size for resident interviews: Two

Comments:

Zenith II Group Home is a large home located in a quiet residential community. The Group Home is clean, spacious, and comfortable. The Group Home is adequately maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The décor provides a home-like atmosphere. The resident bedrooms are spacious, comfortable and personalized to each child's desire with posters, pictures, and knick-knacks. However, the interior of the Group Home needs some improvements.

In the residents' bathroom, the bath tub is dirty and the enamel is peeling. The living room sofas and chairs are dirty.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

1. Zenith Youth Home, Inc., management:

- a. Repair and clean the bathtub in the residents' bathroom.**
- b. Clean the living room sofas and chairs.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable and time specific. However, there was no documentation to support the placement workers' participation in the development and update of the NSPs.

Quarterly reports for the residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are not provided with psychological testing, and emotional and developmental counseling as required by the Program Statement; residents have not received psychological treatment services for the past four months. Case files do not reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendations

2. Zenith Youth Home, Inc., management:

- a. Provide documentation to show placement workers' participation in the development and update of the Needs and Services Plans.**
- b. Provide and document psychological treatment services as required by the Program Statement.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Residents are attending school. Their records contain current report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

The residents are not employed.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents report that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's administration, there are no residents receiving psychotropic medication. This information is appropriately documented.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and to make and receive personal telephone calls. They are permitted to contact their placement workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows their residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

One resident has not been provided with an opportunity to maintain a photo album/life book.

Recommendation

- 3. Zenith Youth Home, Inc., management provide each resident with the opportunity to maintain a photo album/life book.**

**Zenith Youth Homes, Inc.
Zenith III Group Home
9100 South Harvard Blvd.
Los Angeles, CA 90047
License No.: 191821007
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Sample size for resident interviews: Two

Comments:

The Zenith III Group Home is a large home located in a quiet residential community. The Group Home is clean, spacious, and comfortable. The Group Home is adequately maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The décor provides a home-like atmosphere. The common rooms are nicely decorated. The resident bedrooms are spacious, and personalized to each child's desire, with posters, pictures, and knick-knacks. However, the interior of the Group Home needs some improvements.

In the kitchen, the stove and oven are dirty. In the residents' front bathroom, the toilet leaks. In bedroom number two, the closet door has a large crack.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

- 1. Zenith Youth Home, Inc., management:**
 - a. Repair the toilet leak.**
 - b. Clean the kitchen stove and oven.**
 - c. Repair/replace the cracked closet door in bedroom number two.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable and time specific. However, there was no documentation to support the placement workers' participation in the development and update of the NSPs.

Quarterly reports for the residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are not provided with psychological testing, and emotional and developmental counseling as required by the Program Statement; residents have not received psychological treatment services for the past four months. Case files do not reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendations

2. Zenith Youth Home, Inc., management:

- a. Provide documentation to show placement workers' participation in the development and update of the Needs and Services Plans.**
- b. Provide and document psychological treatment services as required by the Program Statement.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Residents are attending school. The residents do not have current Individualized Education Plans. Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

The residents are not employed.

Recommendation

- 3. Zenith Youth Home, Inc., management maintain current Individualized Education Plans.**

IV. Recreation and Activities**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents report that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for two case files.

Comments:

One resident did not have a current court authorization for psychotropic medication. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs were properly maintained.

Recommendation

- 4. Zenith Youth Home, Inc., management maintain current court authorization for each resident receiving psychotropic medication.**

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and to make and receive personal telephone calls. They are permitted to contact their placement workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

One resident has not been provided with an opportunity to maintain a photo album/life book.

Recommendation

- 5. Zenith Youth Home, Inc., provide each resident with the opportunity to maintain a photo album/life book.**